

HostingAccelerator for Windows Version 2.2

Remote Agent Installation Guide

Release Date : 21st February 2005

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System Requirements

Following are the system requirements for installing HostingAccelerator for Windows Remote Agent Version 2.2, please make sure your system meets these requirements before you proceed.

Server Hardware

Minimum : Intel Pentium III 800 MHz or higher with 256 MB RAM.

Recommended : Intel Pentium IV 1.7 GHz with 512 MB RAM.

Operating System

If you are installing HostingAccelerator Remote Agent on **Windows 2000 Platform**

Windows 2000 Server / Advanced Server with Service Pack 2 or Higher
Internet Information Server (IIS) 5.0

If you are installing HostingAccelerator Remote Agent on **Windows 2003 Platform**

Windows 2003 Server Web Edition / Standard Edition / Enterprise Edition
Internet Information Server (IIS) 6.0

Operating System Configuration

NTFS File System.

Internet Information Server [IIS 5.0] OR [IIS 6.0].

Configured **Dedicated Static IP address** on server.

Configured **Default Gateway** on server.

TCP/IP protocol installed.

Administrative privileges on the system (only required for installation).

Disk Space

Minimum : 250 MB Free Disk Space.

Recommended : 1 GB Free Disk Space.

Software Required

Latest **.NET Framework** (depending on operating system).

IMPORTANT: Please install all the desired third party software (Mail Server, DNS Server etc), which you would like to support before installing HostingAccelerator. **It is not advised to shift between products after the initial configuration.**

Remote Installer

Remote Agent is required only for all Mail Server & BIND DNS which resides on a remote server.

Remote Agent Installer available at <http://www.hostingaccelerator.com/downloads/>.

Note: IIS need to be installed on remote mail server for Remote Agent to work.

NOTE : SOAP Toolkit is no longer required to run remote HostingAccelerator Installations.

JMail SMTP Mail Component (For E-mail Alerts) is no longer required.

Prerequisites:

- Please make sure that your server meets all the requirements specified in the System Requirements section. If your system does not fulfill these requirements the installer may abort unexpectedly.
- Your Default Web Site on the Remote Machine should be running, where the HACL virtual Directory will be created by HostingAccelerator Remote Agent Installer.
- Administrators Group and System should be given full rights to Installed Folder and Bind DNS Server Folder.
(e.g. c:\winnt\system32\dns) for DNS Server, Imail folder (e.g. c:\imail), Mail Enable install Folder or MDAemon Install Folder or Merak Install Folder or Simple DNS Server install Path.

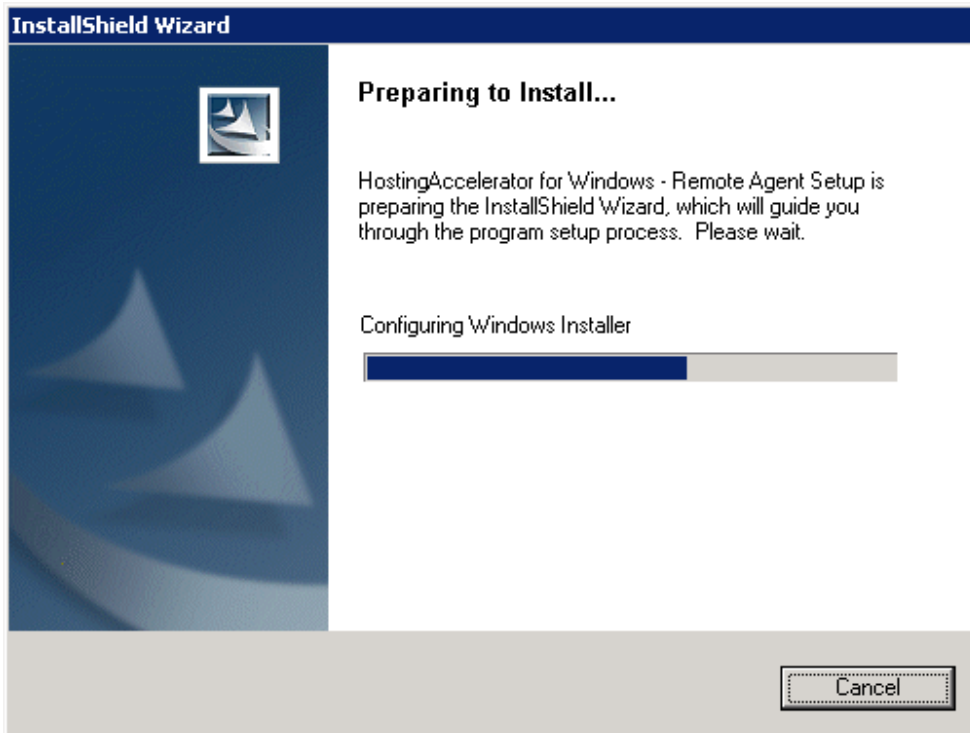
Installing HostingAccelerator Remote Agent

Follow the steps below to successfully install **HostingAccelerator Remote Agent for Windows**:

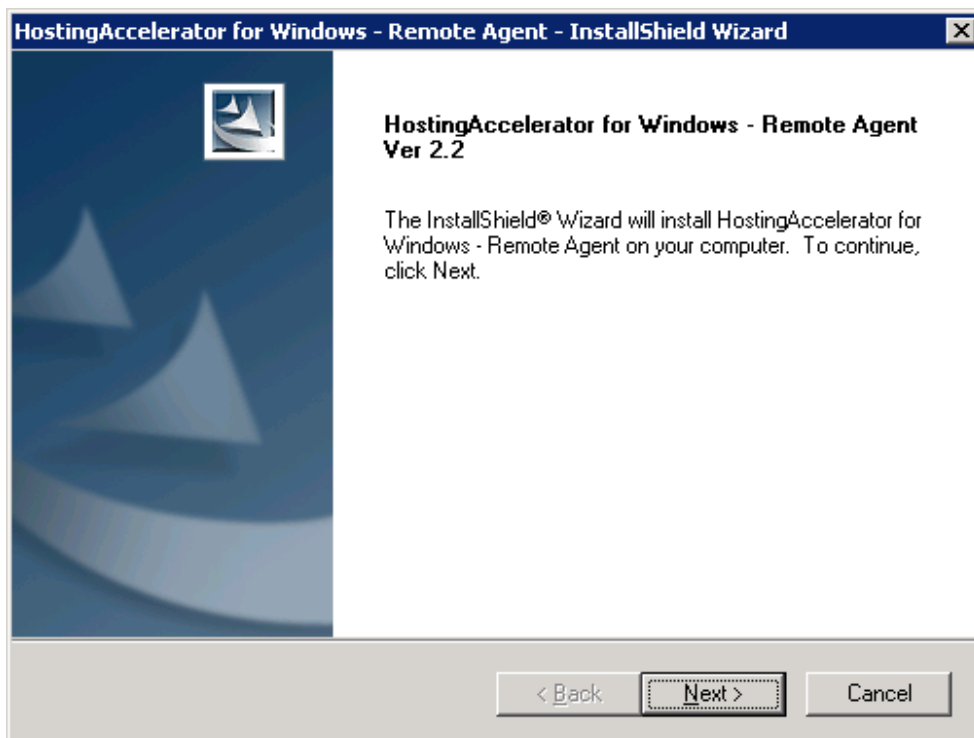
1. Download the latest version of HostingAccelerator Remote Agent for Windows on your server from <http://www.hostingaccelerator.com/downloads/>.

Double click the installer file (to start the Installation Wizard which will guide you through the rest of the setup process. Please note that you require Administrative Privileges to install the software on the server.

2. After you execute the installer, The Initialization sequence will commence and the Welcome Window will be displayed, eventually. Please wait patiently for the initialization sequence to complete.

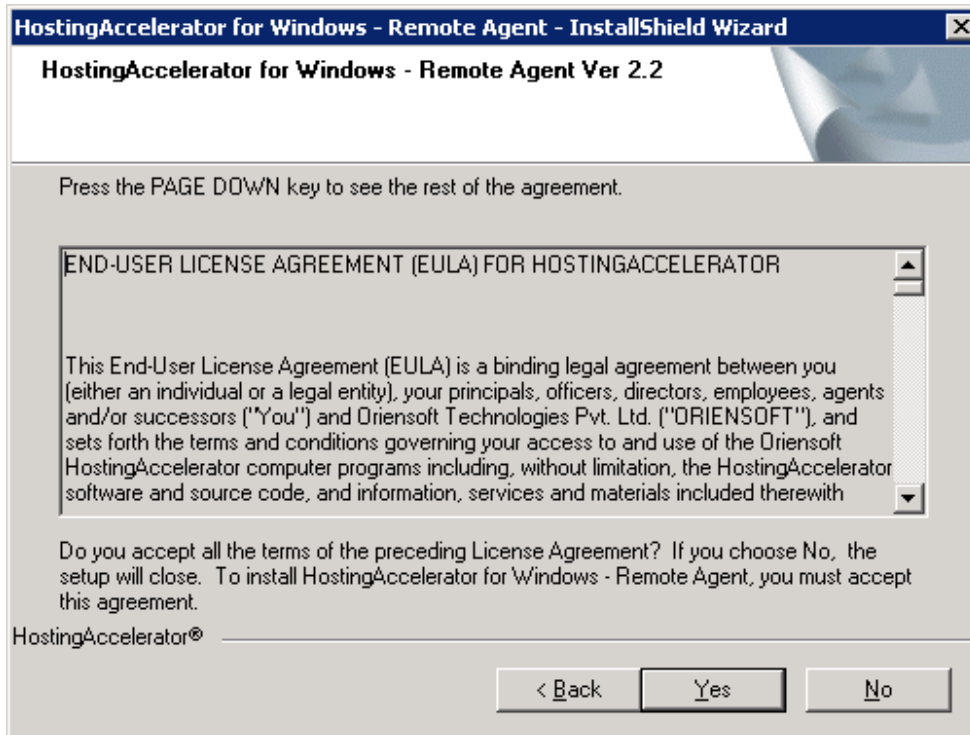


3. Prepares the system for the installation of HostingAccelerator Remote Agent, It **checks for Windows Installer's version** and **service** is running fine and then installs Install Scripts which guide through the whole installation process. Click the **Next** button in the **Welcome window** to proceed.

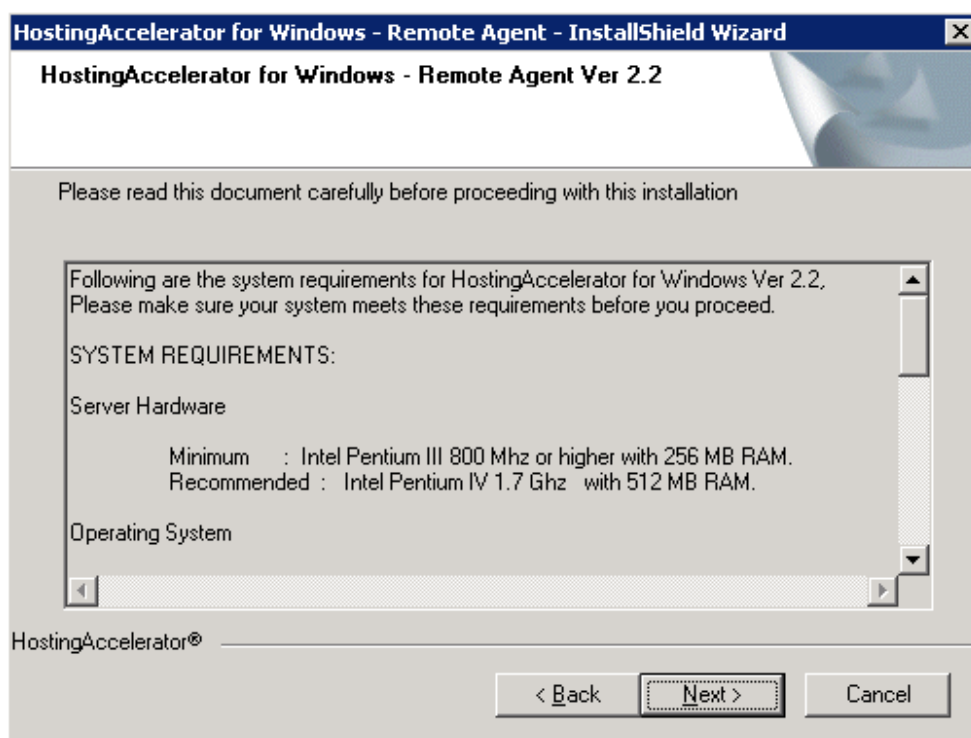


4. The **License Agreement Window** contains the **End-User License Agreement**.

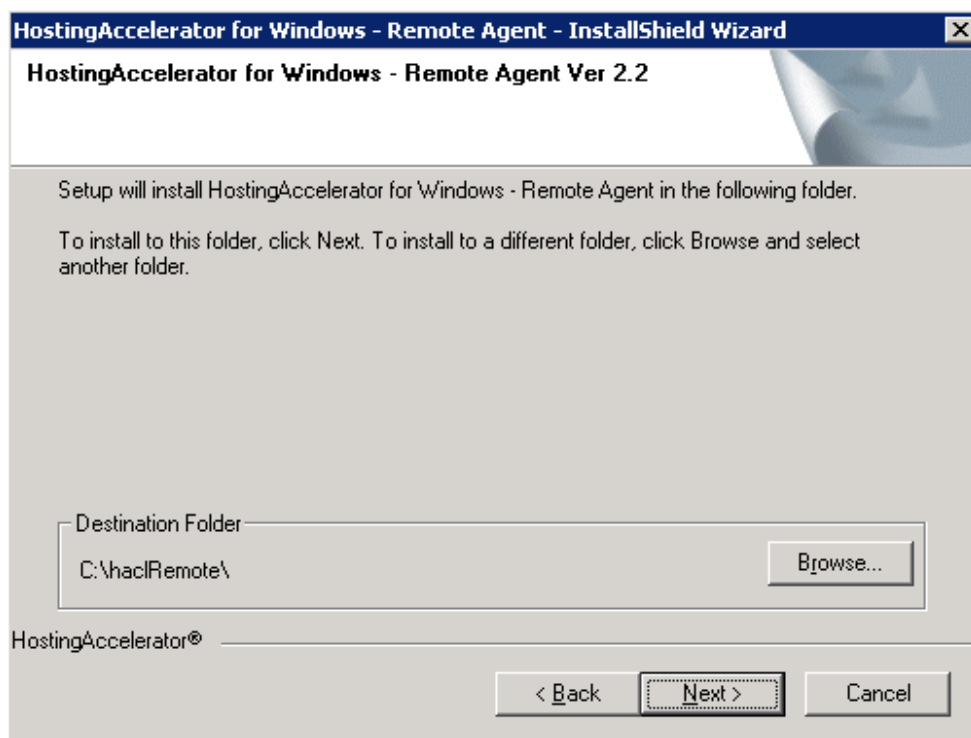
Please read the contents of the License Window carefully. You **must agree** to the agreement to continue with the installation. If you agree to the terms of the license, click **Yes** to proceed. If you do not agree to the terms click **No**, this will cancel the installation.



5. The **Readme Window** contains important instructions and system requirement details for the installation. Please read the contents carefully and then click **Next** to proceed.



6. In the **Destination Location Window**, select the location on the server where the Hosting Accelerator Remote Agent files will be installed. You can change the Default Location by clicking on **Browse**. Click **Next** to proceed.



7. In the **Database Information Window**, enter the database name along with the User Name and Password of your **HostingAccelerator Database** under **HostingAccelerator Database Details**. This will serve as **connection details** to connect to the HACL database. Please enter the IP Address of the SQL Server where your HostingAccelerator (MSDE/Non-MSDE) Database resides.

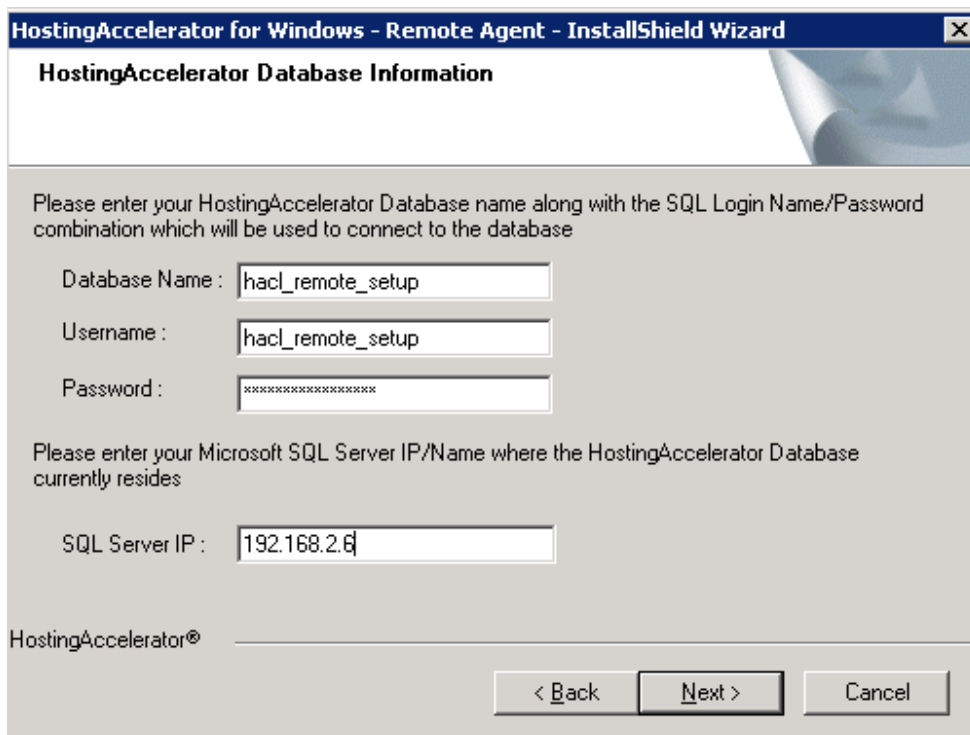
Database Name: Specify the name of the HOSTINGACCELERATOR database.

Username: Specify the HOSTINGACCELERATOR username.

Password: Specify the respective Password.

SQL Server IP: Specify the IP Address of the SQL Server where your HostingAccelerator (MSDE/Non-MSDE) Database resides.

Click **Next** to proceed.



The screenshot shows a Windows wizard window titled "HostingAccelerator for Windows - Remote Agent - InstallShield Wizard". The window is titled "HostingAccelerator Database Information". It contains the following text and input fields:

Please enter your HostingAccelerator Database name along with the SQL Login Name/Password combination which will be used to connect to the database

Database Name :

Username :

Password :

Please enter your Microsoft SQL Server IP/Name where the HostingAccelerator Database currently resides

SQL Server IP :

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< Back Next > Cancel

8. In the **Application Admin Details Window**, provide the desired Username and Password which will be used for **the communication** between the **Remote Agent** and the **Hosting Accelerator Control Panel**. This is generally provided in the **Global Settings in HostingAccelerator** for **Remote Mail Server / DNS Server**. Click **Next** to proceed.

HostingAccelerator for Windows - Remote Agent - InstallShield Wizard

Application Admin Details

Please enter the HostingAccelerator Web Service Authentication details

Username :

Password :

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< Back Next > Cancel

9. Please specify username which will serve as an **Anonymous User** for the **HostingAccelerator Remote Agent Virtual Directory under Default Website** in **IIS** (Generally '**HACLWS**'). This is an **Application Admin User**, which is created on the system and has **administrator privileges**. This user is authorized to use resources required by the Hosting Accelerator Remote Agent to execute system tasks. Click **Next** to proceed.

HostingAccelerator for Windows - Remote Agent - InstallShield Wizard

Application Admin Details

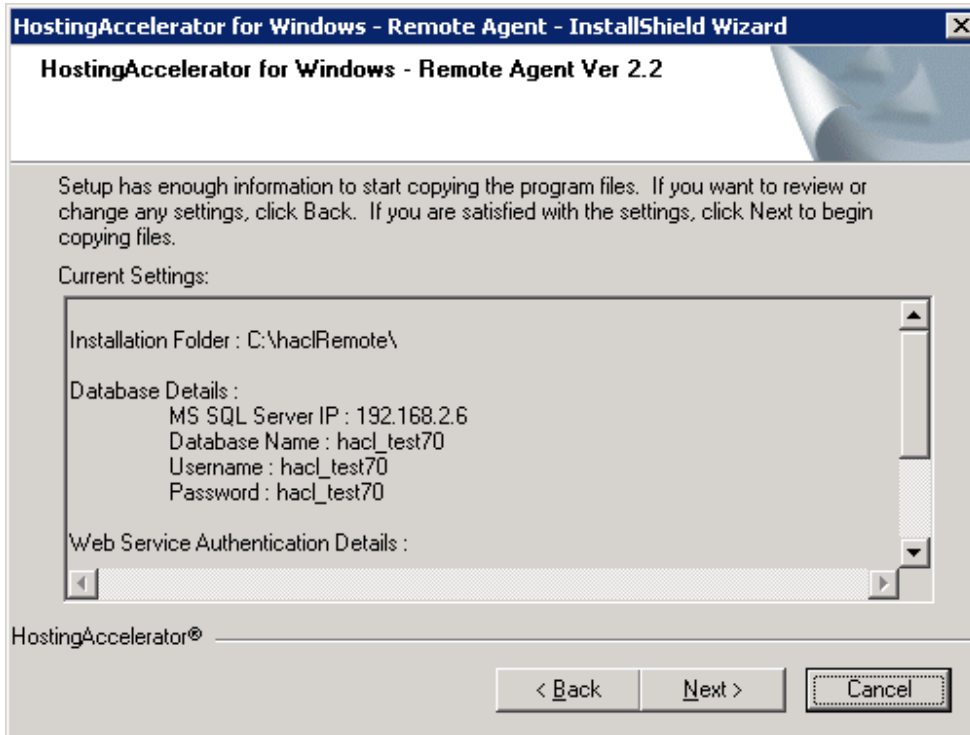
Please enter your desired Username which will serve as the Anonymous User for the HostingAccelerator IIS Virtual Directory

Username :

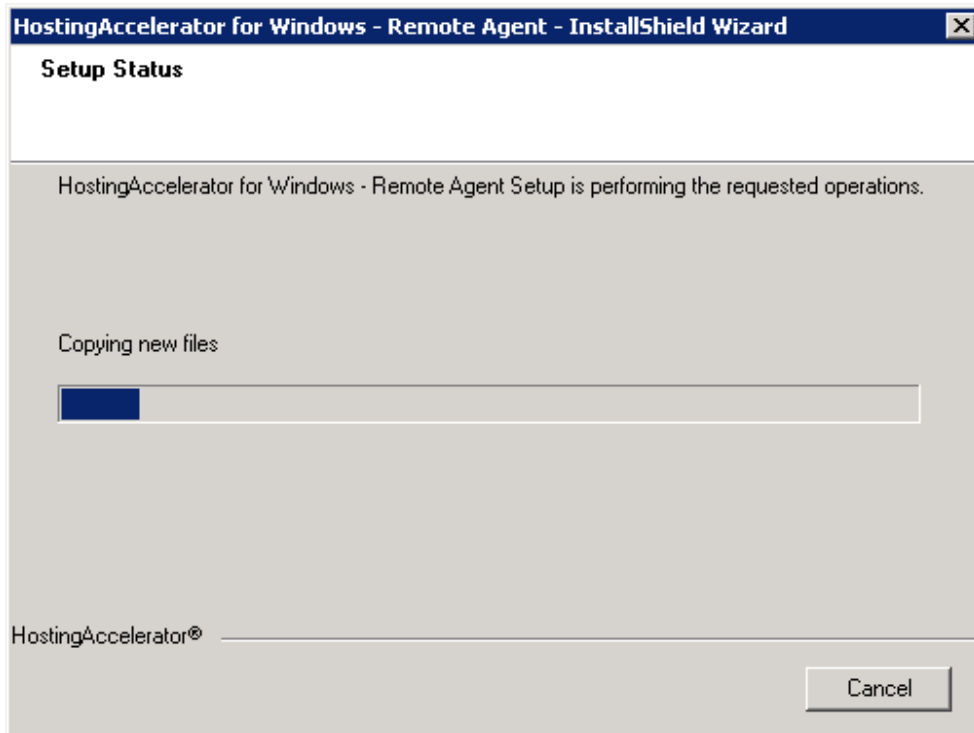
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< Back Next > Cancel

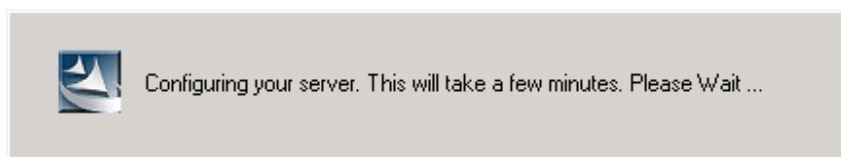
10. In the **Review Settings Windows**, you can review the entire settings as configured during the setup. Please make changes if you wish to by clicking **Back** or proceed with the Setup to start copying files and modifying the registry entries by clicking in **Next**.



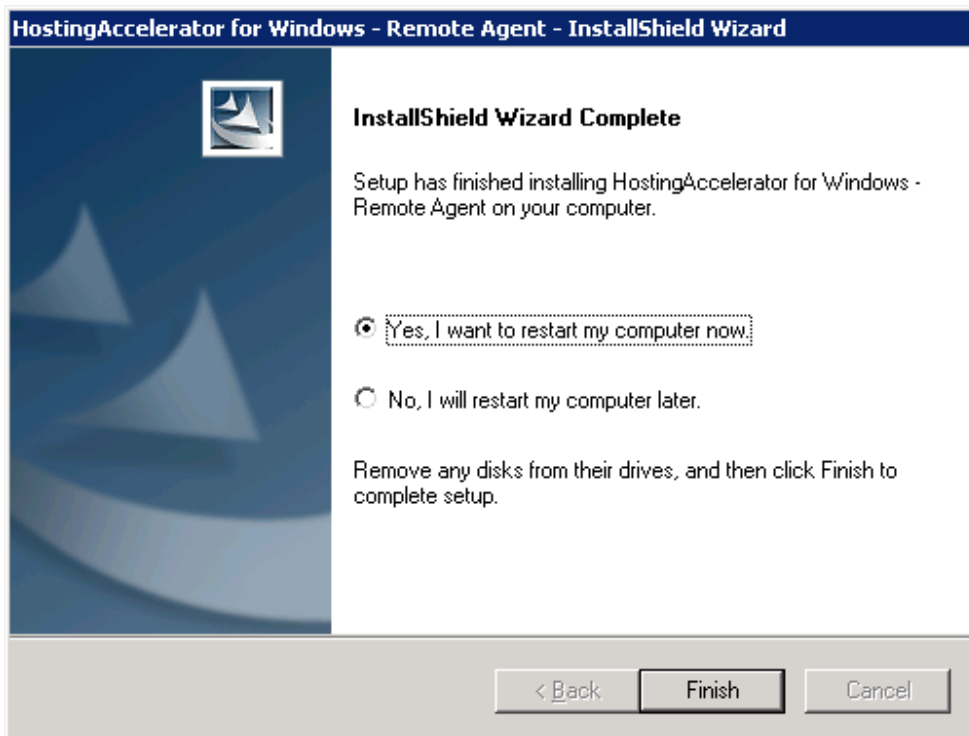
11. The Setup will now **start copying** Program files and Modifying registry entries to perform the assigned task as per the information provided. By Clicking on **Cancel** at this point of time will rollback the entire process of installation.



This operation might take some time to complete the task on the server. Please wait till the operation is completed successfully.



12. Finally, Setup will inform you that the **Hosting Accelerator Remote Agent Installation** has been **completed successfully**. Please click the **Finish** button to exit the installer and **reboot** the system.



HostingAccelerator Remote Agent for Windows Version 2.2 is successfully installed.

Upgrading from HostingAccelerator Remote Agent Version 1.9

This section describes how to upgrade your HostingAccelerator Remote Agent for Windows from Version 1.9 installation to Version 2.2 software

Prerequisites:

1. Please take a **complete backup** of your server (including registry / data files) and **HostingAccelerator database** prior to upgrading process.
2. Please uninstall / remove the HostingAccelerator Remote Agent Version 1.9 and any older version of HostingAccelerator Remote Agent before going ahead to Step 3.
3. **Install** the HostingAccelerator Remote Agent Version 2.2 on the server.
4. You will require **Administrative Privileges** to run this utility.
5. Run the Remote System Configuration Tool from Start-> Programs -> HostingAccelerator -> Remote System Configuration Tool. To add additional HostingAccelerator primary server if you are sharing this remote mail / dns server between multiple primary HostingAccelerator.

Uninstalling HostingAccelerator Remote Agent for Windows Version 2.2

Follow the steps below to Uninstall HostingAccelerator Remote Agent for Windows Version 2.2 from your server:

- Go to Add/Remove Programs in your Control Panel and locate HostingAccelerator Remote Agent for Windows. Click the Change/Remove button against the item.
- Select the Remove option in the Window and click Next to proceed.
- Complete the Uninstallation wizard. This will remove all files installed by HostingAccelerator Remote Agent along with registry keys, services etc.
- The Uninstaller does not remove the I_USR under with HostingAccelerator Virtual Directory is created, virtual directory is also not deleted . You will have to remove these items manually from your server.

NOTE: We do not provide technical support for uninstalling HostingAccelerator Remote Agent.

Upgrading from HostingAccelerator Remote Agent for Windows Version 2.0

This section describes how to upgrade your HostingAccelerator Remote Agent for Windows Version 2.0 installation to Version 2.2 software using the **Remote Agent Upgrade Utility Tool Version 2.2.0.0** supplied.

Prerequisites:

1. Please take a **complete backup** of your server (including registry / data files) and **HostingAccelerator database** prior to upgrading process.

WARNING : Please **note that** in case the settings don't match the prior version this might cause the upgrade to fail for that particular segment / module and all database import and conversion.

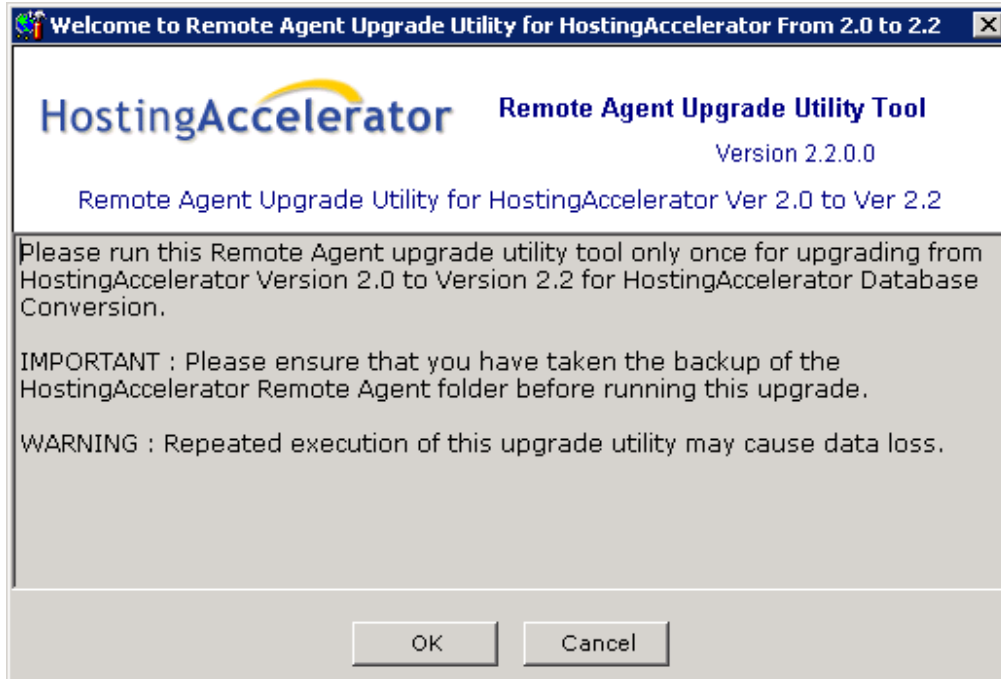
2. You will require **Administrative Privileges** on the server to run this utility.

Running the Upgrade Utility Tool Version 2.2.0.0:

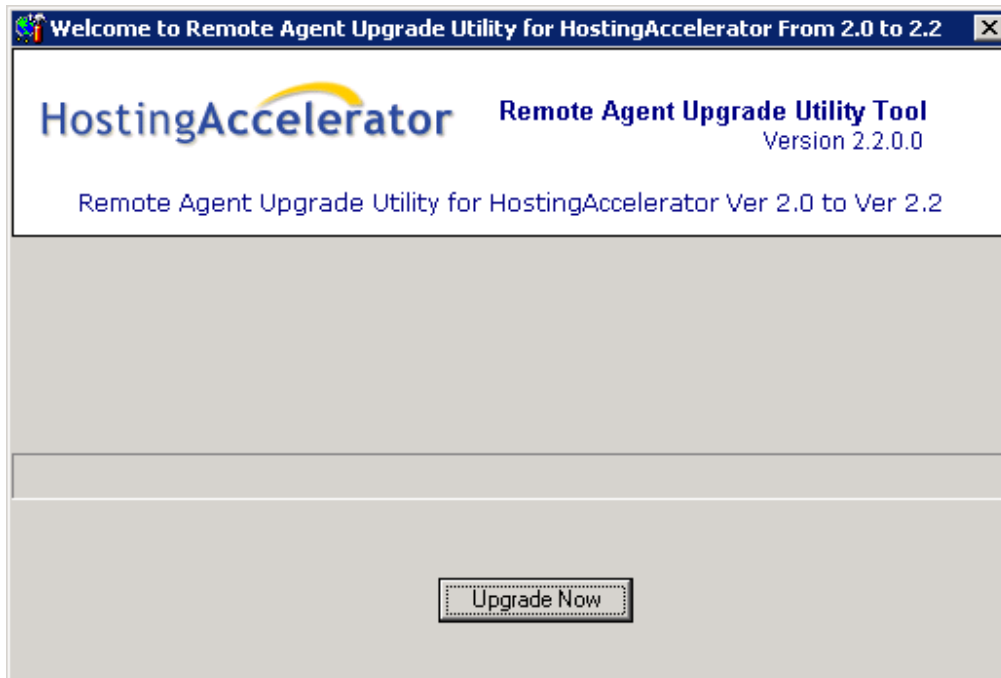
1. To run the Upgrade Utility, you will have to first extract the zip file [HA_RemoteUpgrade_20_to_22.zip](#) into any working folder. Click on [HA_RemoteUpgrade_20_to_22.exe](#), this will initialize the Upgrade Utility. Click **OK** to proceed OR **Cancel** to abort the upgrade process.

NOTE : Upgrade utility .exe should be in temporary folder along with the following files

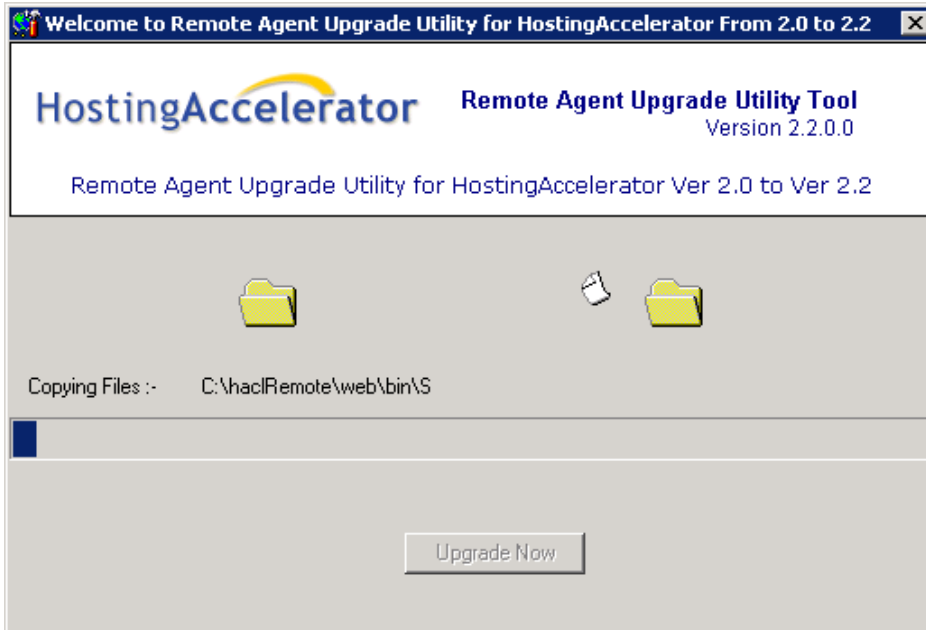
ICSharpCode.SharpZipLib.dll
Interop.ActiveDs.dll
FILECOPY.AVI
Interop.MSComCtl2.dll
AxInterop.MSComCtl2.dll
Interop.ADSSECURITYLib.dll



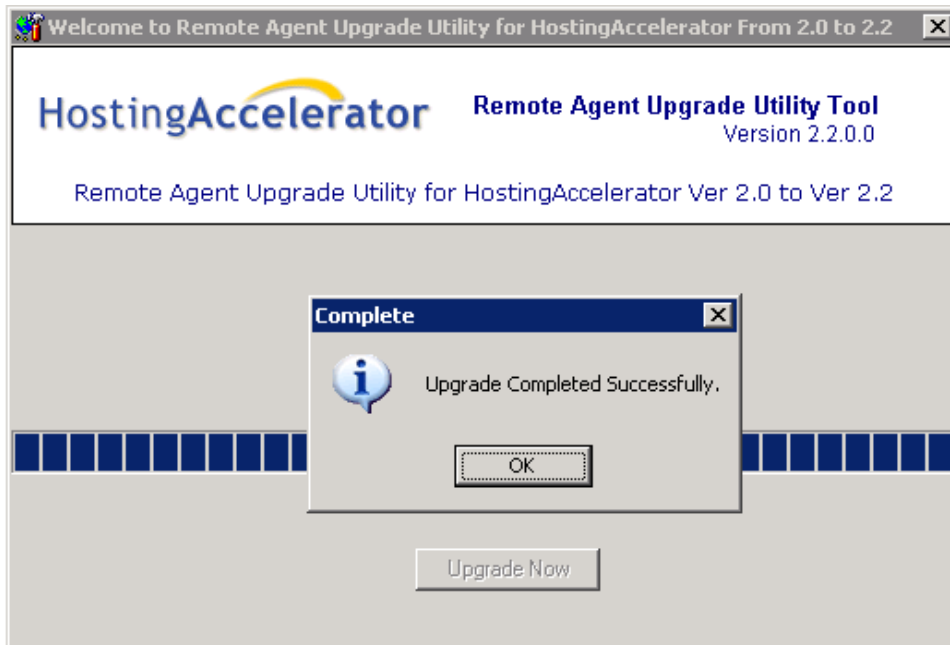
2. Then the utility will prompt you again to confirm whether to proceed with upgradation. Click the **Upgrade Now** button to proceed.



- The upgrade will start once you click the **Upgrade Now** button and the **progress bar** can be seen as below.



- On the **completion** of the upgrade procedure an '**Upgrade Completed Successfully**' message is prompted. This suggests the successful completion of the upgrade procedure.



- You are then requested to login to web based interface and check that data is successfully completed.

Getting Installation Support

If you experience any problems with installing / reinstalling HostingAccelerator for Windows Version, our Support Team would be more than happy to assist you!

HostingAccelerator Support Center : <http://support.hostingaccelerator.com>

Reinstalling HostingAccelerator

If you are facing any problem in reinstalling HostingAccelerator OR if you have cancelled the installer before fully completing the installation process, use the Microsoft Windows Installer Cleanup Utility to clean your installation instance. Please download the Windows Installer Cleanup utility from the following URL and install it.

<http://support.microsoft.com/default.aspx?scid=kb:en-us:290301>

Run the Windows Cleanup Utility, under Installed Product you will find the HostingAccelerator Product listed. Select HostingAccelerator and click on Remove it option. This will cleanup all the registry details of the product. Then you can delete the HostingAccelerator Installed Folder and reinstall the product again.

HostingAccelerator Installation Service

We also provide a professional installation service for our product. The service includes installation and configuration of HostingAccelerator for Windows Version 2.2. As part of this service, we also create a couple of test accounts, domains, etc. to make sure everything is working fine. This service is available at a one-time fee of \$149, and can be ordered directly from our storefront at <http://www.hostingaccelerator.com/order/>. Existing customers can order the same service from the Customer Center, if they require help for the upgrading from Version 1.9 to Version 2.2.

HostingAccelerator Server Rebuilding Service

We also provide a Professional Server Rebuilding Service for our product. In case of server crash or migration, if you wish to rebuild your entire server automatically using information in the HostingAccelerator Database. The service includes installation and re-configuration of HostingAccelerator for Windows. This service is available at a one-time fee of \$349, and can be ordered directly from our storefront at <http://www.hostingaccelerator.com/order/>. Existing customers can order the same from the Customer Center.

Uninstalling HostingAccelerator

Follow the steps below to Uninstall HostingAccelerator for Windows from your server:

- Go to Add/Remove Programs in your Control Panel and locate HostingAccelerator for Windows. Click the Change/Remove button against the item.
- Select the Remove option in the Window and click Next to proceed.
- Complete the Uninstallation wizard. This will remove all files installed by HostingAccelerator along with registry keys, services, etc.
- The Uninstaller does not remove the SuperAdmin and Application Admin System Users, the SQL Database, and the HostingAccelerator Website. You will have to remove these items manually from your server. All websites, user accounts, etc. created from the control panel are also not removed, of course.

For Windows 2000 Users

Known Issue: Since the installer is built using Installshield X it has been noticed on certain Windows 2000 Servers on uninstalling HostingAccelerator the Installshield corrupts the system registry. This is a known Installshield Bug. So you are strongly advised to remove the HostingAccelerator manually or contact HostingAccelerator Support at support@hostingaccelerator.com to guide you through the removal process

Related Links:

Customer Center : <http://cc.hostingaccelerator.com>
Support Center : <http://support.hostingaccelerator.com>
Online Knowledgebase : <http://kb.hostingaccelerator.com>
Online Forums : <http://forum.hostingaccelerator.com>
Ordering Area : <http://www.hostingaccelerator.com/order/>
Evaluation Registration : <http://www.hostingaccelerator.com/order/register.aspx>
Product Downloads : <http://www.hostingaccelerator.com/downloads/>
Online Manual : <http://onlinehelp.hostingaccelerator.com>

What's New in HostingAccelerator for Windows Version 2.2

<http://www.hostingaccelerator.com/Products/HostingAccelerator/WhatsNew>
